

New Age Services/Caritas

Using ILHIE Direct to Facilitate Medical Evaluations for Substance Use Disorder Treatment

Charles Sellers
Director of Grants and Quality Improvement
New Age Services Corporation
1330 S. Kostner Ave.
Chicago, IL
773-542-1150

New Age Services

Program Information

New Age Services Corporation (NASC)

- Behavioral Health provider, primarily Methadone Maintenance
- Located in North Lawndale on Chicago's West Side
- 70% of patients reside within 2 miles of the clinic
- NASC serves patients from 65 of the 77 Chicago communities and 15 suburban communities

• Clients Served FY 2012

- | | |
|----------------------------|-----|
| • OMT | 653 |
| • Community Based SBIRT | 704 |
| • Other Programs (MH, IPV) | 58 |

• EHR Status: NASC does not use a certified EHR system, but does use an electronic record designed for substance use services.

BHIP Project

Regulations require that all methadone maintenance patients complete a medical evaluation both prior to admission to an OTP program and annually during treatment.



BHIP Project

Caritas was chosen as our BHIP medical partner due to several factors:

- Caritas is contracted by IL DASA to conduct medical evaluations for patients desiring treatment in a DASA funded program.
- Immediate impact on our program
 - Transportation
 - Confidentiality of records
 - Time lapse between medical evaluation and receipt of records
- Potential impact across the DASA treatment system
 - Caritas conducts 800 medical evaluations each month for patients of substance use treatment programs across the Chicago area. NASC may refer 20-30 patient per month (varies based on intake levels and other factors)

New Age Services/Caritas

Medical Evaluation Pre-ILHIE Direct

Event	Method	Time
1. Assessment at NASC	In person at NASC	Day 1
2. Refer for Medical Evaluation (M.E.)	Phone (paperwork sent with patients)	Day 1
3. Conduct M.E.	In Person at Caritas	Day 2, up to day 4
4. Confirmation of M.E.	Faxed to NASC	Same day as M.E.
5. Receipt of M.E. docs and lab results	Picked up at Caritas by NASC staff (Thursdays)	Variable, Day 3 earliest, up to Day 10. 90% within 7 days.

ISSUES:

- Patients occasionally lose referral documents.
- Significant time lapse for receipt of M.E. documents (Average: 5.9 Days)
- Significant staff time loss to drive/pick up M.E. documents
- Confidentiality Risks at steps 2, 4 and 5.

New Age Services/Caritas

Medical Evaluation Post-ILHIE Direct

Event	Method	Time
1. Assessment at NASC	In person at NASC	Day 1
2. Refer for Medical Evaluation (M.E.)	Phone (paperwork sent via ILHIE Direct to Caritas)	Day 1
3. Conduct M.E.	In Person at Caritas	Day 2, up to day 4
4. Receipt of M.E. Documents	Sent via ILHIE Direct to NASC	Same day as M.E.
5. Receipt of Lab Results	Sent via ILHIE Direct to NASC	One day post M.E.

Results:

- Referral documents arrive prior to M.E..
- Reduction in time lapse for receipt of M.E. documents (from 5.9 to 2 days)
- Elimination staff time loss to drive/pick up M.E. documents
- Confidentiality Risks eliminated.

New Age Services/Caritas

BENEFITS OF ILHIE DIRECT

- Doctors have quicker access to medical/lab results
- Medical documents can be attached to electronic record
- Consistency of communication with medical provider
- Time and cost savings

New Age Services/Caritas

Next Steps

- Train and engage other substance use treatment providers in use ILHIE Direct for Medical Evaluations
 - 10 agencies during project period
 - Prioritize agencies that would most benefit from reduced travel time and expense
 - Potential impact: 800 monthly Medical Evaluations at Caritas
- Build network to include other medical and behavioral health providers

This presentation was prepared with funds under grant number 1UR1SMO60319-01, -02 and supplemental grant number 3UR1SMO60319-02S1 from SAMHSA/HRSA, U.S. Department of Health and Human Services. The statements, findings, conclusions and recommendation are those of the author(s) and do not necessarily reflect the view of SAMHSA/HRSA or the U.S. Department of Health and Human Services.